

4th Estate Quota Management Report and ACQTAS Help Desk Report



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**Fort Belvoir, VA
October 26-27, 2010**

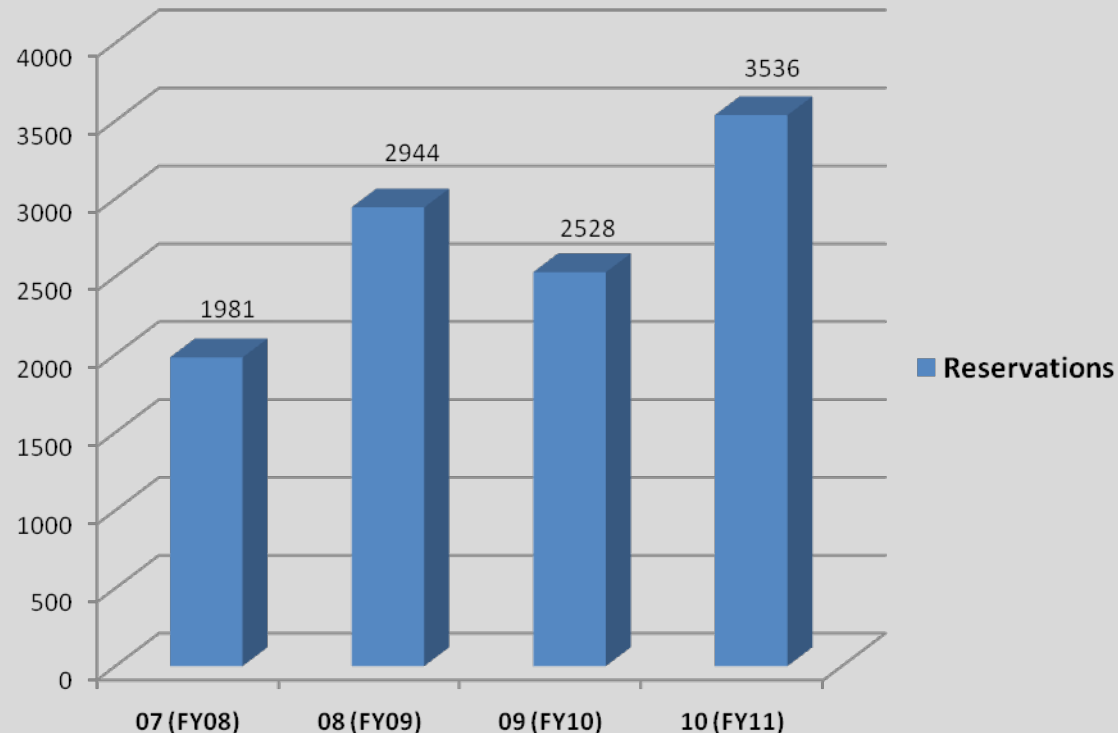
Agenda

Presentation Agenda:

- 1. Reservations - Statistics and Analysis**
 - a. Early Reservations**
 - b. Total Reservations**
- 2. Quota Management Tips**
- 3. ACQTAS Help Desk**
- 4. New discussion topics:**
 - a. CAP situation - various DAU courses**
 - b. FY12 schedule build process**
- 5. Questions / comments.**

1a. Early Reservations - Statistics

Early Reservations First 3 months (May - July) FY08 through FY11



1a. Early Reservations – Analysis

Early Reservations (May-July) FY11 classroom reservations:

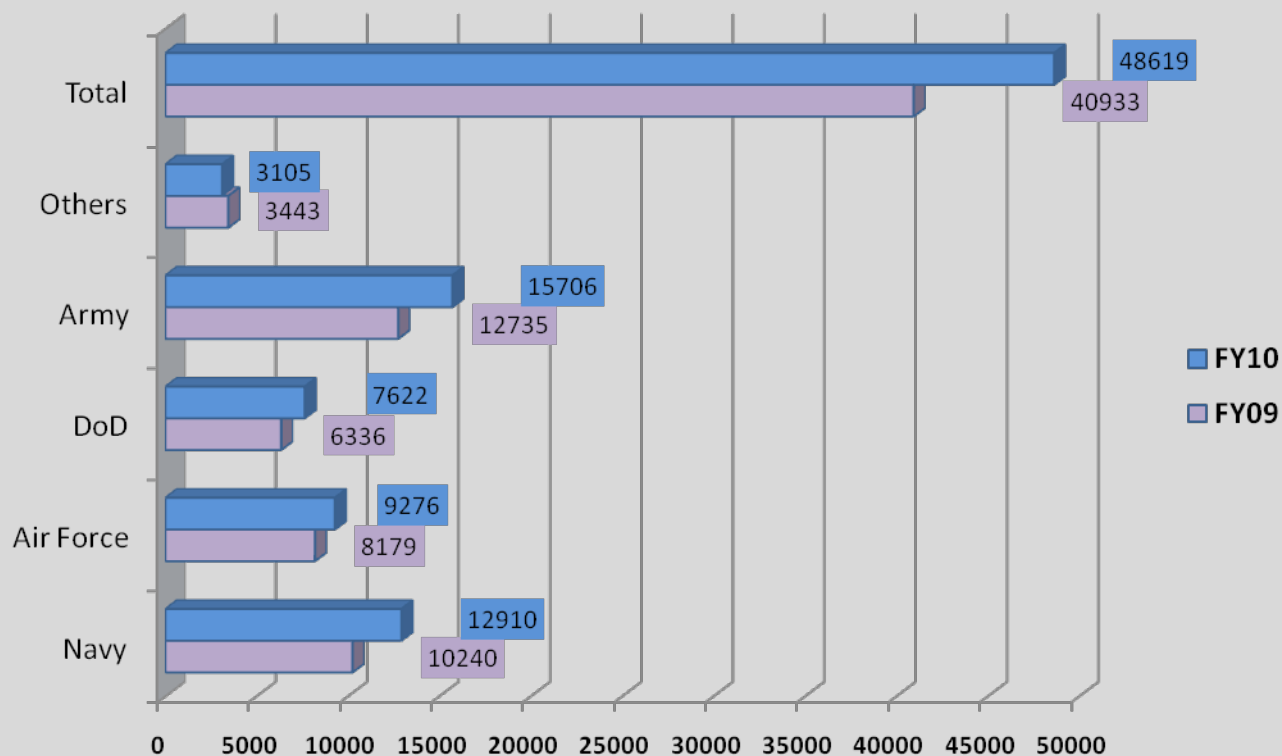
- The number of Early Reservations (those made in May, June and July 2010), for FY11 classroom classes, is **3,536**.
- This is an increase of **1,008** seats, or **40%**, over the early reservations in the previous FY. This is very beneficial, for the reasons cited below.

Benefits of Early Reservations:

- **SAVES TRAVEL FUNDING.** Students can choose more local classes that have NO associated travel costs, or classes with lower travel costs.
- **INCREASED AVAILABILITY / CONVENIENCE.** Students increase their chances of getting course reservations, and they can choose more convenient times to take DAU courses by making early reservations.

1b. Total Classroom Reservations

Total Classroom Reservations by Service - FY09 and FY10:



1b. Total Classroom Reservations – Analysis

Analysis of Total Classroom Reservations:

- TOTAL reservations increased. The total number of classroom reservations, by ALL Services, increased by 7,686, or 19% in FY11, from 40,933 to 48,619 reservations.
- 4th Estate reservations increased. The total number of classroom reservations increased by 1,286, or 20% in FY11, from 6,336 to 7,622 reservations.
- The 4th Estate made 16% of all classroom reservations in FY11 (7622 / 48619).

2. Quota Management - Tips

COMMUNICATION: Stay in contact with your Acquisition Workforce employees. Encourage them to continue to make their EARLY reservations.

MULTIPLE WAITS: Employees can and should make multiple waits when they can not obtain a reservation. A student can make as many waits as they want for any course. “Rolled waits” do NOT count against our CAP.

FILL ONSITE CLASSES FIRST: If you have onsite classes, fill them first. Quotas are assigned to these classes and they must be used. Be sure to fill onsite classes prior to class Roll Dates. Once Roll Dates are reached, your Agency will lose seats to other Agencies and to the Services.

ENCOURAGE WALK-INS: Students can walk into a local class if they can’t get a reservation in a course. A “walk in” can help a student fulfill their training needs and fill an otherwise vacant seat.

3. ACQTAS Help Desk

Overview

- **The ACQTAS Help Desk provides support for Acquisition Workforce employees, as well as Supervisors and Quota Managers, of the 4th Estate.**
- **Hours of operation are from 7:30 AM to 5:30 PM (EST), Monday through Friday. A voicemail system receives calls outside of operating hours, which are then returned the next business day.**
- **Telephone: 703-645-0161**
- **Email: ACQTASHelp@asmr.com**
- **STATISTICS: The ACQTAS Help Desk fielded:**
 - 7,961 emails and**
 - 1,192 phone calls**
 - during Q1 to Q3 / FY10 (01 Oct 09 - 30**

4a. New Discussion Topics

- **FY11 CAP SITUATION:**

- **The 4th Estate has met the overall course CAP in several courses in FY11, including:**
 - **CON 217**
 - **CON 218**
 - **PMT 352B**
- **Resolution: The 4th Estate DACM office is working diligently with the DAU Scheduling staff and the other Services to attempt to get additional quotas in these courses.**
- **Updates regarding the CAP situation will be provided to Agency Quota Managers as solutions are created.**
- **Waits: In the meantime Quota Managers will have to approve applications as Waits.**
- **Multiple waits: Now it is even MORE important for employees to make multiple waits. A student can make as many waits as they want for any course. “Rolled waits” do NOT count against our CAP.**

4b. New Discussion Topics

- **FY12 - DAU schedule build process:**
 - **DAU will use a process similar to the one used last year to build the DAU schedule:**
 - **The FY11 RESIDENT classroom schedule will be - used and pushed forward - as the beginning basis for the FY12 schedule. It will be adjusted as needed.**
 - **The FY11 ONSITE classroom schedule will be built from scratch, with input from the 4th Estate and the Services. This is a change from last year.**
 - **Quota Managers will be contacted in January 2011 and asked for input to fine tune quota requests to DAU for resident and onsite classes.**

Questions? Comments?

**Here ends the
presentation!**



**Questions?
Comments?**

Thank you!

Thank you for your support in Acquisition Workforce training!

**If there is anything that the 4th Estate
DACM Office can do to assist you with
quota management issues or DAU
reservations, please let me know!**

Jeb Ramsey

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